

Microsoft SharePoint Case Studies

<http://www.microsoft.com/sharepoint/server/evaluation/casestudies/default.asp>

Organizations come in all sizes and industries, each with its own business need. Follow the links below to read subset of case studies on the Microsoft Case Studies site and learn about real-world solutions using SharePoint Portal Server.

SD WORX

Microsoft SharePoint Portal Server and Exchange Server Provide SD WORX with Limitless Digital Document Capacity

<http://www.microsoft.com/sharepoint/server/evaluation/casestudies/casestudy.asp?CaseStudyID=13699>

Solution Overview

Customer Profile

SD WORX is a Belgian social service company executing payroll and tax calculations for 500,000 Belgian employees.

Business Situation

To become more productive, the company wanted an Electronic Document Management System (EDS) capable of handling several million documents within the next few years.

Solution Description

Together with Getronics and Microsoft Consulting Services, SD WORX implemented a system combining the strengths of Microsoft® SharePoint® Portal Server and Microsoft Exchange Server. Getronics' developers created a Web solution using Microsoft Visual Basic® and Active Server Pages code. Within six months, the EDS grew to support 250,000 documents in a single departmental pilot.

Benefits

- By opening the EDS system to agents around the country, SD Worx anticipates agents will no longer need to make countless phone calls to headquarters asking for simple document information.
- Headquarters will become more productive; the work climate will improve; and the company will be able to substantially grow its business without hiring new people. The company will see significant savings in office space.

Publication Date

February 4, 2003

Vertical Industries

Financial Services

Public and Nonprofit Sector

Country/Region

Belgium

Department of Treasury and Finance - Australia

Executive Knowledge System: Disseminating Visible and Accessible Information

<http://www.microsoft.com/sharepoint/server/evaluation/casestudies/casestudy.asp?CaseStudyID=13599>

Solution Overview

Customer Profile

The Department of Treasury and Finance (DTF) provides economic financial services to, and

on behalf of, the Government of South Australia. South Australian Government

Business Situation

The manual, paper-based method of document sharing at the Executive level was creating "information silos" between EMG members, and within the Department as a whole. A solution was needed to promote a culture of information sharing and collaboration.

Solution Description

Microsoft® SharePoint™ Portal Server will enable users to programmatically store and disseminate information to the Executive Management Group within the Department of Treasury and Finance, easily and securely.

Benefits

- Documents are found quickly on common desktop tools.
- Documents are automatically, securely checked-in and published.
- Powerful search technologies make information instantly accessible.
- Automatic email notifications sent to distribution lists, ensure up-to-date information.

Publication Date

September 4, 2002

Vertical Industries

Public and Nonprofit Sector

Country/Region

Australia

Australia- Human Rights and Equal Opportunity Commission

The Human Rights and Equal Opportunity Commission Benefits from Improved Functionality

<http://www.microsoft.com/resources/casestudies/CaseStudy.asp?CaseStudyID=13242>

Solution Overview

Customer Profile

HREOC needed a document management system which would not only comply with the National Archive Act, but allow them to index, track, manage and store their multitude of documents and policies easily and fuss free.

Solution Description

The introduction of Office XP, combined with the data integrity and indexing capabilities of SharePoint Portal Server, were ideal in meeting HREOC document management requirements.

Benefits

The new team collaboration and personal productivity features has dramatically improved productivity and efficiency levels. New features such as added email security, document recovery capabilities, voice recognition and collaborative tools are all assisting HREOC to work smarter and faster.

Publication Date

July 29, 2002

Vertical Industries

Public and Nonprofit Sector

Country/Region

Australia

Royal Borough of Kensington and Chelsea

Royal Borough Uses Portal Technology to Create Human Resources Intranet Site

<http://www.microsoft.com/sharepoint/server/evaluation/casestudies/casestudy.asp?CaseStudyID=13554>

Solution Overview

Customer Profile

Kensington and Chelsea council serves a population of 190,000 residents with a range of local government services.

Business Situation

The council wanted to empower its 4,000 employees with fast, simple access to information that helps them work more effectively.

Solution Description

Microsoft SharePoint™ Portal Server 2001, using Silversands' Rapid Deployment Kit.

Benefits

- Central information resource for employees
- Time savings for IT team
- Quick, simple content editing and uploading
- Standardized publishing processes
- Single storage point and audit trails for documents
- Email alerts for subscribers to the site
- Ability to leverage existing applications
- Future-proof solution

Publication Date

November 12, 2002

Vertical Industries

Public and Nonprofit Sector

Country/Region

United Kingdom

Seattle Public Schools

School District Provides Web-based Access to SAP R/3 Financial Data with SharePoint Portal Server

<http://www.microsoft.com/sharepoint/server/evaluation/casestudies/casestudy.asp?CaseStudyID=13983>

Solution Overview

Customer Profile

Seattle Public Schools is the largest school district in the state of Washington, with an annual budget of \$443 million.

Business Situation

The school district wanted to provide senior management with access to financial information without requiring them to install and learn the SAP desktop client.

Solution Description

The school district implemented a solution based on Microsoft® SharePoint™ Portal Server that provides Web-based access to SAP reports.

Benefits

- Implemented in less than two weeks

- Cost-effective—requires no additional SAP licenses
- Requires no end-user training
- Conserves SAP system resources
- Offers integrated security

Publication Date

April 25, 2003

Vertical Industries

Education and Training

Country/Region

United States

Microsoft Operations & Technology Group**Hosted Solution Facilitates Team Collaboration**

<http://www.microsoft.com/sharepoint/server/evaluation/casestudies/casestudy.asp?CaseStudyID=14332>

Solution Overview**Customer Profile**

As the worldwide leader in software for business and personal computing, the vision of Microsoft is to enable people and businesses throughout the world to realize their full potential. Employing more than 55,000 people, Microsoft had revenues exceeding \$32 billion for the year ending June 2003.

Business Situation

A rapidly growing and reorganized Microsoft team wanted to formalize its work processes, reporting, and accountability in an internally and externally-facing team site. The site development solution needed to be quick and easy to implement, and fully supported by central hosting.

Solution Description

Using centrally-hosted Microsoft® Windows® SharePoint™ Services, GIdMT quickly built a 'self-service' team site without incurring significant IT costs. The site provides collaboration functionality, centralized content backup, and can be updated by any team member. By providing the centrally hosted SharePoint collaboration environment, OTG achieves economy of scale in areas such as data storage and content consolidation.

Benefits

- OTG realizes economies of scale for centralized data storage and backup
- OTG lowers support costs by providing 'self service' site development and maintenance
- A quick and easy development solution for team sites
- A browser-like development environment without HTML or programming skills required
- Team sites that are easy to customize and maintain

Publication Date

August 5, 2003

Vertical Industries

IT

Country/Region

United States

A.J. Antunes**SharePoint Portal Server Provides Antunes with Increased Productivity**

<http://www.microsoft.com/sharepoint/server/evaluation/casestudies/casestudy.asp?CaseStudyID=11355>

Solution Overview

Customer Profile

A.J Antunes & Co. manufactures a variety of products that range from food service products to electronic controls and water filtration systems. Based out of Carol Stream, Illinois, the privately held, family-run company has been producing quality products for more than 45 years.

Benefits

Antunes deployed Microsoft SharePoint Portal Server to manage its data control needs. The solution has enabled the company to increase productivity and get products to market faster. The method to access existing documentation is greatly simplified, allowing them to stay focused on their work. SharePoint Portal Server offered a smaller initial investment than other PDM (Product Data Management) solutions and provides an easy to use interface that eliminates the need for costly training.

Publication Date

April 25, 2002

Vertical Industries

Manufacturing

Country/Region

United States

Banco Nacional de Costa Rica

Banco Nacional de Costa Rica Enhances Productivity by Empowering Employees with Information Anywhere, Anytime

<http://www.microsoft.com/sharepoint/server/evaluation/casestudies/casestudy.asp?CaseStudyID=11196>

Solution Overview

Customer Profile

Founded in 1914, Banco Nacional de Costa Rica is a major bank in Central America, with more than 4,500 employees at 145 branch offices, more than 1.2 million depositors, and more than U.S.\$2 billion in assets.

Business Situation

The bank wanted to establish a single, centrally administered intranet that empowers employees with information anywhere, anytime.

Solution Description

The Microsoft Solution for Intranets provides a standards-based framework for a company-wide intranet that can be used for team collaboration, publishing, and corporate communications.

Benefits

Benefits include: Improved decision making at all levels of management, consolidation of data and its transformation to knowledge, standards-based framework for communications and collaboration, improved corporate communication through audio/video broadcast capability, increased employee productivity, improved operational efficiency, more-efficient and lower-cost intranet publishing, road map for use of the intranet to support core business goals, and improved IT efficiency.

Publication Date

June 24, 2002

Vertical Industries

Financial Services

Country/Region

Costa Rica

Bayer CropScience**Microsoft SharePoint empowers Dutch workforce of Bayer CropScience**<http://www.microsoft.com/sharepoint/server/evaluation/casestudies/casestudy.asp?CaseStudyID=13429>**Solution Overview****Customer Profile**

Bayer CropScience was formed from the merger of the global operations of Bayer's Crop Protection Business Group and Aventis CropScience. The Dutch office employs 70 people.

Solution Description

Getronics implemented a custom solution with which the Bayer CropScience can create groups, and authorize individuals and groups to view; view and edit; or view, edit, and delete files stored in SharePoint folders. Power users use Windows Explorer to create, alter and use SharePoint folder tree structures. Other users access the shared space through the intranet site. Employees can get automatic notifications – about changes to the files and folders to which they have authorized access.

Benefits

- Orderly document management
- Field force e-mail no longer clogged by large attachments
- Employees enjoy notification and news service
- SharePoint provides platform for extranet that includes customers

Publication Date

August 31, 2002

Vertical Industries

Manufacturing

Country/Region

Netherlands, The

Cable & Wireless**Microsoft SharePoint Portal Server, Exchange 2000, & Windows 2000 Team Up as the "Phoenix Portal" to Enhance Operational Efficiencies at Cable & Wireless India**<http://www.microsoft.com/sharepoint/server/evaluation/casestudies/casestudy.asp?CaseStudyID=13557>**Solution Overview****Customer Profile**

Part of Cable & Wireless Worldwide, Cable & Wireless India launched its operations in India in 1994 to provide telecom networks design, management, and integration for their enterprise customers.

Business Situation

Cable & Wireless is responsible for managing telecom networks—and handling the security aspects of those networks—for customers worldwide. The inefficiency of their systems was slowing down their response time to customer request and problems. They also had islands of

desperate data that could not be connected.

Solution Description

Cable & Wireless was responsible for designing and managing the enterprise networks of its customers worldwide apart from handling the security aspects that exist with these networks. It was faced with managing and supporting these complex networks and providing customized solutions to clients based on the information they had and were able to retrieve from these networks. The 'Phoenix Portal' provided Cable & Wireless with a solution that improved efficiencies across the company's operations.

Benefits

- Reduction in communication costs
- Faster access to information about customer networks
- Global knowledge and document repository
- Time saving
- Better customer service

Publication Date

October 26, 2002

Vertical Industries

IT

Country/Region

India

H&R Block, Inc.

H&R Block Financial Advisors Deliver Superior Customer Service Through Timely Access to Information

<http://www.microsoft.com/sharepoint/server/evaluation/casestudies/casestudy.asp?CaseStudyID=11197>

Solution Overview

Customer Profile

Founded in 1955, H&R Block is the world's largest tax preparation company with more than 19 million clients and more than 10,000 worldwide offices. As a leading provider of year-round financial products and services, H&R Block has annual revenues exceeding U.S.\$3 billion.

Business Situation

The company wanted to establish a single centrally administered intranet for all information related to the products and services of H&R Block Financial Advisors.

Solution Description

The Microsoft Solution for Intranets was used to aggregate information, simplify content publishing, and enable a user-searchable knowledge base. Video broadcast capability enabled the intranet to be used for training and company-wide communications.

Benefits

The Microsoft Solution for Intranets helped H&R Block improve employee productivity, increase sales revenue, and improve operational efficiency. Simultaneously, H&R Block was able to lower desktop support costs, while improving IT efficiency, gaining a centralized knowledge base and a centralized hub for live and on-demand broadcast communications.

Publication Date

December 1, 2001

Vertical Industries

Financial Services

Country/Region

United States

JetBlue Airways**SharePoint Portal Server Helps JetBlue Airways Fly Paperless**

<http://www.microsoft.com/sharepoint/server/evaluation/casestudies/casestudy.asp?CaseStudyID=11192>

Solution Overview**Customer Profile**

JetBlue Airways is a fast-growing discount airline, aiming to be the most digital, efficient airline in the sky. It currently operates 70 flights a day to 15 cities and has 1,300 employees.

Business Situation

JetBlue needed centralized storage, access, and updating of mission-critical documents. The company wanted to eliminate paper wherever possible.

Solution Description

JetBlue is saving thousands of hours a year in pilot time and improving its safety practices by putting U.S. Federal Aviation Administration regulations and company manuals on a Microsoft SharePoint Portal Server™ site. SharePoint Portal Server also is helping JetBlue better leverage knowledge and experience across the company.

Benefits

Third-Party Products used in the solution include: Avitas BlueBooks, Bornemann Associates flight scheduling software, Dash, and Navitaire Open Skies. The Hardware utilized in the solution include: Compaq ProLiant ML570 quad-processor Intel-based server with 2.5 GB of RAM and 108 GB of storage.

Publication Date

July 9, 2001

Vertical Industries

Transportation

Country/Region

United States

L'Oréal**L'Oréal Uses SharePoint Portal Server to Manage its Largest Internet Initiative**

<http://www.microsoft.com/sharepoint/server/evaluation/casestudies/casestudy.asp?CaseStudyID=11367>

Solution Overview**Customer Profile**

The L'Oréal Group, based in Paris, France, is a world leader in the beauty industry with more than U.S.\$12 billion in sales for 2001.

Business Situation

L'Oréal sought an intranet solution to manage the numerous documents generated by the Internet and e-business group, and to enable its various worldwide brands to easily communicate and collaborate in the development of 200 corporate e-business Web sites.

Solution Description

L'Oréal created Masternet, an intranet portal based on Microsoft SharePoint Portal Server, for its document management, communication, and collaboration needs.

Benefits

Benefits include: a centralized repository for business knowledge, superior organization, increased efficiency and ease of employee workloads, rapid deployment, development time and cost savings compared with custom solutions and other commercial portal solutions, and creation of an online community.

Publication Date

May 1, 2002

Vertical Industries

Personal and Household

Country/Region

United States

T-Systems Nova**German Technology Center Chooses Document Management System for Microsoft Office Integration**

<http://www.microsoft.com/sharepoint/server/evaluation/casestudies/casestudy.asp?CaseStudyID=11203>

Solution Overview**Customer Profile**

T-Systems Nova GmbH, based in Bonn, Germany, specializes in IT solutions in the following markets: telecommunications, IT, multimedia, entertainment, and security. It has more than 4,500 employees in 30 locations in Germany, as well as offices in Silicon Valley and Tokyo. T-Systems Nova is a subsidiary of T Systems, Europe's second largest IT service provider. T-Systems is a group division of Deutsche Telecom.

Business Situation

The T-Systems Nova Technology Center is betting on the new Microsoft SharePoint Portal Server for innovative document management. The broad functionality of SharePoint Portal Server and the economy achieved through extensive integration into the Microsoft Office landscape were decisive factors.

Benefits

Benefits include: reduction in administrative costs, improved project workflow, minimal training expenses, universal search and retrieval capabilities, central version and revision management, comprehensive collaboration features, reduction of lost information, automated document archiving, and integration with other Microsoft technology.

Publication Date

December 1, 2001

Vertical Industries

IT

Country/Region

Germany